



To help patients with their concerns about their medical care, and to bring those concerns up the chain of command, the Naval Hospital has a full-time Customer Relations Officer assigned. That officer is Lieutenant Commander Jenevieve Williamson

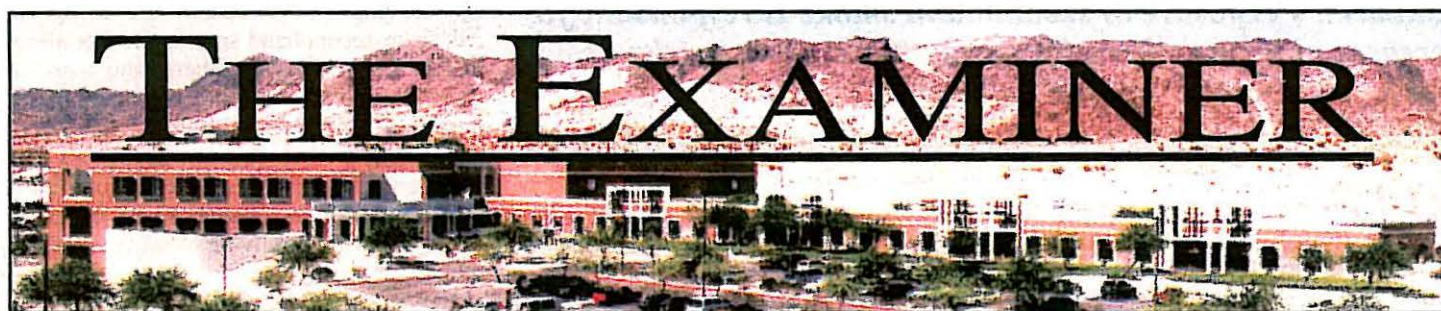
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Robert E. Bush
Naval Hospital

The Naval Hospital has an entire staff of highly motivated and professionally astute people who are ready to provide the very best in health care. Just one element of that staff is the team of Obstetrics and Gynecologists (OB/GYN) professionals.

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People of the Year, Quarter Honored at Naval Hospital

The Officers, Civilians, and Sailors of the Year and Quarter for the Robert E. Bush Naval Hospital were recently selected.

Lieutenant Karin Berzins, CEC, Head,



Facilities Management Department was selected as the Officer of the Year for the period from January 1 to December 31, 2003.

Her citation reads in part, "As Head, Facilities Management Department, you consistently performed your duties with the highest degree of pride and professionalism. You provided specific direction and oversight during construction of the Labor Delivery Recovery and Postpartum Birthing Center. Utilizing superb organization skills, you supervised the construction of the new supply storage warehouse and orchestrated the successful relocation of staff and equipment. You collaborated with Staff Education and Training Department to develop a new, state-of-the-art Patient

Education Center, greatly expanding the scope of educational opportunities for our beneficiaries. In addition, you synchronized several MILCON projects to ensure the timely and harmonious relocation of numerous departments throughout the hospital, without compromise to patient care. As the Command Emergency Management Program Officer, you successfully organized and conducted two hospital-wide disaster drills, and ensured that over 90% of staff received Hospital Emergency Incident Command System training."

Petty Officer 1st Class Reynaldo Locquiao, of the Branch Medical Clinic Naval Air Weapons Station, China Lake has been named as the Senior Sailor of the Year



for both the Naval Hospital and the Marine Air Ground Combat Center (MCAGCC).

His nominating citation reads in part, "Hospital Corpsman First Class Locquiao's

performance of primary and collateral duties can only be described as consistently outstanding. His effective supervision of the Physical Readiness, Preventive Medicine, and Laboratory Divisions as well as his superb management of important command programs exemplifies strong commitment to succeed and make a difference. His technical expertise was highlighted during the period when he was the sole laboratory technician providing ancillary support to seven providers. The timeliness and quality of all tests performed made a significant impact in facilitating early diagnosis and treatment of patients. His ability to plan and organize ensured positive outcomes and success of all events he was involved with. Without any doubt, HM1 Locquiao has been a star performer in the clinic and the community."



Petty Officer 3rd Class Linsey R. Elliott, of the hospital's Emergency Medicine

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Inside...

The busiest departments in the Naval Hospital center around kids and families: OB/GYN, labor and delivery, and pediatrics. Since families and children are such a high priority at the hospital and given that over 70 percent of Marines use tobacco, the issue of second hand smoke and children needs to be addressed. *page 2*

As part of this hospital's Family Centered Care initiative, an Infant/Child CPR class is being offered to all military families. *page 4*

Your child is overweight! Your child is underweight! Your child is too active! Your child is not active enough! Your child needs to eat vegetables! Give your child more protein! Your child eats out too much! Your child needs to learn to eat out in restaurants so he can learn manners! Blah, blah, blah, blah. *page 5*

For comments e-mail:
d.barber@nhttp.med.navy.mil

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Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTFIC
Twentynine Palms, CA 92278-8250

Here's to your health...

Second hand smoke and kids

By Martha Hunt, MA, Health Promotions Coordinator
Robert E. Bush Naval Hospital

The busiest departments in the Naval Hospital center around children and families: OB/GYN, labor and delivery, and pediatrics. Since families and children are such a high priority at the hospital and given that over 70 percent of Marines use tobacco, the issue of second hand smoke and kids needs to be addressed.

What is Secondhand Smoke? According to the EPA, "secondhand smoke is a mixture of the smoke given off by the burning end of a cigarette, pipe, or cigar, and the smoke exhaled from the lungs of smokers. This mixture contains more than 4,000 substances, more than 60 of which are known to cause cancer in humans or animals and many of which are strong irritants. Secondhand smoke is also called environmental tobacco smoke (ETS). Exposure to secondhand smoke is called involuntary smoking or passive smoking."

There are more toxic and cancer causing chemicals in second hand smoke, than there are in mainstream smoke. More than half of the smoke created by a cigarette is second hand smoke including exhaled mainstream smoke.

Children's exposure to secondhand smoke is responsible for increases in the number of asthma attacks and severity of symptoms in up to 1 million children with asthma, up to 300,000 lower respiratory tract infections for children under 18 months of age, and severe respiratory tract infections resulting in up to 15,000 hospitalizations each year.

If you smoke anywhere around your child - you are causing asthma, allergies, ear infections, bronchitis, cancer, heart disease, lung disease, pneumonia, sinusitis, colic, meningitis, increase in severity of cystic fibrosis, and development of tooth decay in children of

parents who smoke. Second hand smoke also affects a child's mental and behavioral development, that is, how they think and act can be inhibited as they are growing up. Also, children in smoking households miss four times more school than non-tobacco homes. This is because of the increased number of colds, flu and other breathing problems they have.

Tobacco use is one of the leading causes of sudden infant death syndrome. If tobacco use were eliminated as a cause of SID's, it would decrease the number of SID's deaths by at least 1/3. There are 2,300 SID's deaths in the US every year that are due to second hand tobacco smoke alone. One in ten deaths in infants under 1 year of age are tobacco related.

What can I do to protect my children? The EPA suggests that you do not to smoke in your home and car and do not allow anyone else to. Infants and toddlers are at highest risk from secondhand smoke. Do not allow childcare providers or others who work in your home to smoke. Until you can quit, go outside to smoke. Moving to another room or opening a window is not enough to protect your children. Also, when you finish

your cigarette, you are still exhaling second hand smoke for 15 minutes, so do not come back indoors and immediately pick up your baby as you will literally be blowing smoke in their faces.

If you use tobacco anywhere around your child, they are learning to use tobacco from you. The sooner you give up tobacco, the sooner your child will be able to breathe a lot easier and are less likely your children are to ever start using tobacco. Naval Hospital Twentynine Palms has tobacco cessation classes on a monthly basis. Call 830-2814 for more information.

'Children's exposure to secondhand smoke is responsible for increases in the number of asthma attacks and severity of symptoms in up to 1 million children with asthma...'

Asthma Classes Offered Monthly at Hospital

The Robert E. Bush Naval Hospital will be offering monthly Asthma classes which started Wednesday, Feb. 4, from 1 to 3 p.m., in classroom 3.

This class is designed to help children, parents and adults understand asthma. The class will cover normal structure of the lungs, how asthma affects the lungs, signs and symptoms of asthma, allergens, triggers, irritants and medication. Participants will also be taught how to take control of asthma by using home and school asthma action plans.

Attendance is open to asthmatic adults and children over age 10, and parents with asthmatic children.

Classroom setting is not appropriate for small children. Please call Outpatient Services at 830-2752 to reserve a seat. For more information, call Lt. Cmdr. Alexander at 830-2771.

Kick the habit and learn to become tobacco free!

The Naval Hospital Health Promotions Program offers tobacco cessation classes. Classes are offered at two convenient times of noon and 5:30 p.m.

To sign up, call Health Promotions at 830-2814. The next set of tobacco cessation classes will start Feb. 10. Call now before it all goes up in smoke!

Depression and Pregnancy Workshop

Every Thursday in the Behavioral Health Clinic

Conference Room of the Robert E. Bush Naval

Hospital from 12:30 to 2 p.m.

For more information call 830-2584 or 830-2935

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Commanding Officer

Captain Robert J. Engelhart, MSC, USN

Executive Officer

Captain Alan R. Rowley, MC, USN

Public Affairs Officer/Editor

Dan Barber

The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

How to reach us...

Commanding Officer Naval Hospital
Public Affairs Office
Box 788250 MAGTFTC
Twentynine Palms, CA 92278-8250
Com: (760) 830-2362
DSN: 230-2362
FAX: (760) 830-2385
E-mail: d.barber@nhp.med.navy.mil
Hi-Desert Publishing Company
56445 Twentynine Palms Highway
Yucca Valley, CA 92284
Com: (760) 365-3315
FAX: (760) 365-8686



Introducing the Robert E. Bush OB/GYN Team

By Dan Barber, Public Affairs Officer
Robert E. Bush Naval Hospital

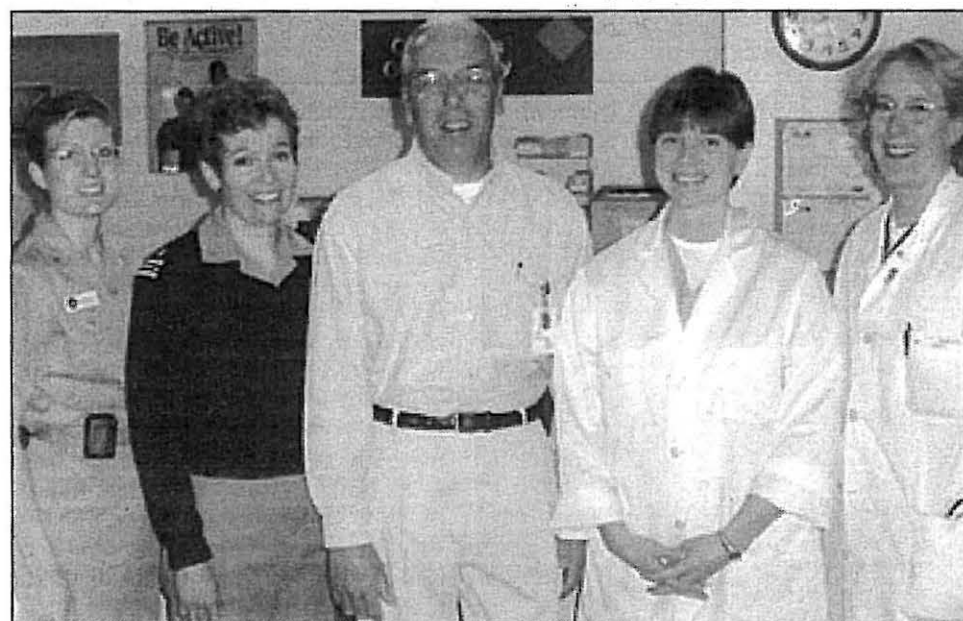
The Naval Hospital has an entire staff of highly motivated and professionally astute people who are ready to provide the very best in health care.

Just one element of that staff is the team of Obstetrics and Gynecologists (OB/GYN) professionals who between them have more than 54 years of experience in delivering babies.

The leader of the team, Captain Davonne Loup, MC, USN, graduated from the University of North Dakota (UND) with a Bachelor's Degree in 1974. She earned her Medical Degree in 1978 at the University of Kentucky. After two years of training in general surgery she worked as an emergency room physician. From 1983-86 Loup did a Residency in Obstetrics and Gynecology at the National Naval Medical Center in Bethesda, Maryland. From 1993-95, she did a Residency in Anatomic Pathology, also at Bethesda. Loup also did a Fellowship in Gynecologic Pathology at Bethesda from 1995-96. Dr. Loup holds an active medical license from the state of Nebraska and is Board Certified by the American Board of Obstetrics and Gynecology and the American Board of Pathology. Loup is married to Dr. Carl Westphal. When not busy with her medical duties, Loup enjoys cross-stitching, and fly-fishing with her husband.

In her advice to expectant parents when deciding on where to deliver their new baby, Loup stated, "We have a motivated, compassionate staff in Desert Beginnings with excellent anesthesia support, wonderful midwives focused on family centered care, a state of the art birthing unit with professional staff prepared to deal with any emergency, and dedicated family physicians and pediatricians to care for the new baby."

Lt. Cmdr. Maureen Farrell, MC, USNR, graduated from the United States Naval Academy in 1993 with a Bachelor of Science degree majoring in Systems Engineering (Communications and Nuclear tracks). She was then selected to attend medical school at Washington University in St. Louis, Mo., where she was awarded her medical degree in 1999. Farrell then reported to Naval Medical Center San Diego where she did her Internship and Residency in Obstetrics and Gynecology, completing the program in 2003. Farrell then



From left to right are, Lt. Cmdr. Maureen Farrell, Lt. Cmdr. Eileen Sirois, Mr. Martin Eitel, Lt. Lynnett Schindler, and Capt. Davonne Loup, the providers of the Obstetrics and Gynecology Clinic of the Naval Hospital.

reported here to work in the OB/GYN Department. Farrell is licensed to practice medicine in the states of California and Michigan. She is currently preparing for OB/GYN Board Certification. When not busy with her medical duties or studying the latest advances in medicine and preparing for her boards, Farrell enjoys cooking, running and scrap booking. She is married to Rich Farrell and they have a 2-year old daughter, Maggie.

Farrell points out to her patients that, "In addition to the newly remodeled facility, Desert Beginnings, we have experience throughout the ranks. Our OB nursing staff is excellent and has years of dedicated obstetrical nursing experience."

Lt. Cmdr. Eileen Sirois, CNM, MS, NC, USN earned her Bachelor of Science degree in Nursing from the Ohio State University in 1981. She was awarded a Master of Science Nurse-midwifery from the University of Utah in 1990. Since graduating from Nursing School, Sirois has worked as a Clinical Nurse in Wheeling, W. Va., and served in the United States Air Force from 1983 to 1994 as a Clinical Nurse in OB/GYN and as a Certified Nurse-midwife. From 1994 until last year, Sirois continued her career as a Certified Nurse

Please see OB/GYN TEAM on page 4

African-American Heritage Upcoming Events

February

Feb 3 -- Black History Month Celebration: Honoring Montford Point Marines 11 a.m. to noon at the **Protestant Chapel**

Feb 7 -- Heritage Festival at the **Community Center** 2 to 5 p.m.
(Sat) Donations for adults, children free

Historic Documentary Film Festival

from 6 to 8:30 p.m. at the **Community Center**:

Feb 5: The Untold West, the Black West
Tuskegee Airmen

Feb 12: Buffalo Soldier
The Negro Baseball League

Feb 19: Africans in America (1450-1750)
Civil Rights Movement (1957-1962)

Feb 28: Shades of Color 5:30 to 9 p.m. at the **Officers Club**: (Tickets on Sale, \$20.00 per person) Includes: Dinner and Entertainment

All events are free (except for "70's Dance" and "Shades of Color") and open to all personnel aboard the Combat Center. Donations are accepted. Tickets will be on sale at all events starting Jan 13

70's Dance:
Heritage Festival:
Shades of Color:
Film Festival:

LCpl Tabor (3700) and DT2 Kingsberry (7054)
LCpl Jordon (6906) and Lt. Cmdr Alexander (6313)
Marsella Cooper (7416) Melvin Pickens (2771)
GySgt Bellamy (6376) and Tina Brown (7622)

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Customer Relations is Job #1 at Robert E. Bush Naval Hospital

By Dan Barber, Public Affairs Officer
Robert E. Bush Naval Hospital

Naval Hospital Twentynine Palms strives to ensure patient satisfaction, therefore if a patient feels they aren't receiving appropriate care, then the command wants to know about it.

To help patients with concerns about their medical care, and to bring those concerns up the chain of command, the Naval Hospital has a full-time Customer Relations Officer assigned. That officer is Lieutenant Commander Jenevieve Williamson, NC, USN.



Lt. Cmdr. Jenevieve Williamson

Williamson brings a lot of experience in patient care to her new job. Williamson was commissioned an Ensign in the Navy Nurse Corps in 1991, two hours after graduating from Dominican University, in San Rafael, Calif., with her nursing degree. The San Francisco native has since served at Naval Medical Center Oakland, Calif.; U.S. Naval Hospital, Naples, Italy; Naval Hospital, Jacksonville, Fla., and since January of last year has worked in this hospital's Maternal Infant Nursing Department which changed to Desert Beginnings with the opening of the newly remodeled birthing unit here in August.

The hospital's leadership needed a strong person to take over the Customer Relations job so, Williamson was selected last month to take on the job.

"I am looking forward to this assignment," said Williamson. "I am very excited to be

selected for this position, and to continue the fine work that Lt. Cmdr. Sharron Yokley put into place," she added. Yokley was the Customer Relations Officer at the Naval Hospital until her transfer to Branch Medical Clinic China Lake last month.

One of the major goals of this hospital is to ensure all eligible beneficiaries receive the highest quality healthcare possible.

The quality of care received is often measured by the patient's perception of how the care is delivered. To assess this perception, the hospital reviews TRICARE surveys, patient contact interviews, staff interviews (both formal and informal), Quarterly Consumer Health Care Council meetings, and various staff committee meetings. Of course all of the information gathered is kept free of personal information to protect patient privacy. This information is then used to decide how the hospital delivers healthcare.

The primary means of resolving a problem or giving a formal compliment for care received is through a Customer Relations representative. One is assigned to each of the hospital's clinics and inpatient areas.

The Customer Relations program has been set up to:

Provide a means for you to express concerns, problems and compliments relating to the treatment and services you have received.

Promote a positive professional relationship between you and our staff.

Identify staff personnel to act as your advocate.

Promote awareness and understanding of your rights and responsibilities as a patient.

Please see CUSTOMER RELATIONS on page 5

OB/GYN TEAM...

Continued from page 3

midwife at North Central OB/GYN in Bellevue, Ohio and was the co-owner and Certified Nurse-midwife at Women to Women Midwifery Care in Clyde, Ohio. During that time she also served as Clinical Faculty for Advanced practice nursing education for Case Western Reserve University, Medical College of Ohio, and Frontier School of Midwifery and Family Nursing. Sirois returned to the military as a Navy Lieutenant Commander as reported here to work last year. When not busy at work Sirois enjoys cycling and gardening. She is married to Richard and has three children, Emily 20; Lacy 19; and Kevin 16.

When asked why should an expectant mother choose to have her care and delivery here, Sirois replied, "Military providers, nurses and Corpsmen are more in tune with what life is like for military family members, and therefore can better meet those unique needs. We have a brand new facility with all the amenities and we have a great support staff including a lactation consultant to help with breast feeding." She went on to add, "There are also multiple programs and classes available through the Naval Hospital that can help educate expectant parents as well as siblings and answer all their questions."

Lt. Lynnett Schindler, MC, USN earned her Bachelor of Science in Biology at Mary Washington College in 1994. She then earned her Doctor of Medicine at the Uniformed Services University of Health Sciences in 1998. Schindler completed her residency in Obstetrics and Gynecology at Portsmouth Naval Medical Center in 2002. She is currently preparing for Board Certification in OB/GYN. She is married to Charles Richard Schindler, Jr., they have two children, a 1-year old and a 4-year old.

Schindler believes that patients should choose to deliver their babies at the Naval Hospital because, "We have a caring staff who are well trained, and our location is in close proximity to where our patients live. We are a family centered care hospital with great support to new mothers, and with our military experience we are well prepared to care for new mothers with deployed spouses," said Schindler.

Mr. Martin Eitel, CNM earned a Bachelor of Arts degree in History in 1970 at St. Anselm College in Manchester, N.H. and a Bachelor of Science in Nursing from St. Anselm in 1973. He entered the U.S. Army in 1973 where he served until retirement in 1991. In 1985 Eitel earned his Master of Science degree in Midwifery from the University of Kentucky. Eitel is Board Certified as a Nurse-midwife from the American College of Nurse Midwives. Since becoming a Nurse-midwife, Eitel has worked as a Staff Nurse Midwife at Ireland Army Community Hospital at Ft. Knox, Ky., Frankfurt Army Regional Medical Center, Frankfurt, Germany; Women's Center Newcomb Medical Center Vineland, N.J., and Vineland Midwifery Associates, Vineland, N.J. Eitel reported to work here last year. When not busy at work Eitel enjoys NASCAR auto racing. He has two sons, Peter F. Eitel, Esq., and David P. Eitel.

Eitel stated that, "Nurse Midwifery and Medical care here is outstanding and there is support whether a woman chooses to deliver with or without medication."

Expectant mothers at the Marine Corps Air Ground Combat Center should consider the extensive experience and outstanding credentials of the Naval Hospital's OB/GYN staff, when deciding where to deliver their new baby.

Diabetes Self Management Course Offered

A Diabetes Self Management Course is offered at the Robert E. Bush Naval Hospital Tuesday, Feb 17, from 8 a.m. to noon in Classrooms 1&2.

Topics will include: general info about diabetes, medications, nutrition, complications, & exercise

To sign up: call your doctor for a referral; you will receive a call to get scheduled, or call 830-2752 (NHTP Outpatient Services), or call Lt. Julie Lundstad 830-2175.

Infant/Child CPR Class Offered Monthly

As part of this hospital's Family Centered Care initiative, an Infant/Child CPR class is being offered to all military families.

This free class will be held Saturday, Feb. 28, in the hospital's classrooms 4 and 5, from 9 a.m. to 2 p.m. "You never know when you might need to use this useful lifesaving measure," said Lt. Cmdr. Meggan McGraw, proud parent and Nurse Manager of the hospital's Desert Beginnings Maternity Unit.

Parents or caregivers with children of any age are encouraged to take this class. The American Academy of Pediatrics indicates that every parent should be prepared to deal with a child in need of emergency medical services. Part of this preparation includes learning CPR and basic first aid.

For more information about this free Class, or to register for the class, please call HM1 Ubaldo Llanos at 830-2336 or 830-2944.

Anger Management Classes Held at Hospital

The Robert E. Bush Naval Hospital's Mental Health Department is conducting monthly Anger Management Classes every third Wednesday from 1 to 2:30 p.m., in the Mental Health Department Group Room.

All eligible beneficiaries are welcome to attend this class. It is requested that participants should check in at least 15 minutes prior to class start time.

How are Your Children Shaping Up?

By Elaine T. Grossman, M.S., R.D., L.E.
Robert E. Bush Naval Hospital

Your child is overweight! Your child is underweight! Your child is too active! Your child is not active enough! Your child needs to eat vegetables! Give your child more protein! Your child eats out too much! Your child needs to learn to eat out in restaurants so he can learn manners! Blah, blah, blah, blah.

They tell me: "You need to write an article about child nutrition." I say: "Why? Tomorrow someone else will come out with an article telling everyone just the opposite of whatever I say." Besides, I'm not sure its all about the food kids are choosing to eat anyhow. I think it is about the foods kids are served and about their lifestyles that makes them so unhealthy. So my "nutrition" article is more a lifestyle article. And, I'll tell you why.

About the time you all have this article in front on you, you should just be catching your breath from Super Bowl Sunday (major feasting holiday) being over and the next feasting holiday (Valentine's Day) just getting ready to start. The kids are back in school and that means more homework for you to do. I am so old I remember when school lasted for most of the day and we did all of our work right at school. Then, after school, we played all the way home (because nobody was going to snatch us) and then played more when we got home - at least until dinner was ready. Yup, there was time for a snack - a glass of milk and a couple of cookies, and then out running around, yelling and screaming once again until it was time to go in for the evening. Nope, no fast foods (studies show that 1/3 of the children in America are eating out every day of the week), no homework, no TV, no video games, just running around playing unsupervised sports - or, we even used our imaginations and made up our own running around games. Yes, we fell down and broke arms, legs, and bumped our heads. Now, the most that will happen to my son is that he'll get carpal tunnel of the thumbs. The point is - kids ran around and burned off calories and kids ran around and were hungry to eat a meal. It is not always that way now.

Well, we can't go back to yesterday and I don't know what is going on today, so all I can do is just some planning tips for tomorrow. We need to get some reasonableness into our lives and our kids will just follow along. Yes, they will. Most nutrition habits, good or bad, are learned in the home from our parents. You are still the most important role model for healthy eating and taking care of yourself, without making yourself and everyone else nuts.

First, start out slowly. No need to throw away everything in the fridge. The road anywhere starts with the first step and it doesn't need to be a big one. If your family has family meetings, get input from everyone on healthy lifestyle changes that could be made and then vote on the first change. After that change is a working part of your family's lifestyle then you can proceed to the next change. Remember, as parents you are responsible for the what, where and when it is all going to be eaten. The children are in charge of how much they will eat.

Again, a small change such as reducing the fat in the milk or a large one such as not watching TV when you have a meal are both goals toward a healthier family. After that you will be off and running making new changes in your food plan every 5, 10, 15 days, whatever you choose. Just think, if you even made one healthy change every month, one year from now you would have 12 positive nutrition changes in your diet. Having trouble thinking of some, well here are a few ideas:

- * Eat breakfast.
- * Eat a low fat protein with your breakfast to carry you over for a longer period of time.
- * Start changing over to whole grain breads and cereals.
- * Reduce the amount of fat in your milk.
- * Try lower fat versions of the current butter, sour cream or mayonnaise.
- * Start selecting lower fat cuts of meat, fish and poultry.
- * Start broiling and baking some foods instead of frying.
- * Add more salads to your food plan. If you are eating salad once a week, try two times, then three, etc. etc.
- * Try lower fat salad dressings or move to oil and vinegar dressings because a little goes a long way (unlike Ranch dressing that just sits on top of one lettuce leaf).
- * Use the nonstick sprays when pan or stir-frying foods.
- * Start consuming more fruits. Use fruits that are easy to eat as a starter - bananas, apples, pears, etc. These need little preparation time. Have them readily available and easy to see, because opening that bottom drawer of the fridge is so much more difficult than pulling open the cheese drawer.
- * Start having soda only when you go out to eat. Drink milk or water instead.
- * Have more non-creamy soups. Soups can be filling and healthy if they are not high in fat.
- * Sometimes have fruit for dessert.
- * Sit together at as many meals as possible.
- * Have kids start to help in the kitchen.

- * Present 3 new recipes at a family meeting and have everyone vote on which one to try.
- * Set the table (like when company is coming over).
- * Have a candlelight dinner with the kids that also include 2 different vegetables. They may just love the idea of a special evening enough to eat both of the vegetables offered to them.
- * Have a finger-food dinner, starting with veggies and dip.
- * The bigger the appetite, the better chance they will eat what you serve. How to get that appetite going, just go the kids' activity pyramid where they have lots of good ideas:
- * Play outside.
- * Pick up their toys.
- * Walk to the store.
- * You walk while they bike.
- * Help around the house our yard.
- * Aerobic or Recreational activities such as roller blading, swimming, running, volleyball, basket ball, etc.
- * Swinging, horseback riding, push-ups and pull-ups, dancing, rope climbing or even miniature golf.

Want more ideas on kids, nutrition and activities, try these websites:

www.childrenshealthfuld.org - for Healthy K.I.D.S. Program (also has kids newsletters)

www.niddk.nih.gov/health/nutrit/pubs/winteen/index.htm A Teenager's Guide to Better Health

www.kidnetic.com A website for kids that includes designing your own move mixer (for exercise or dancing), recipes, and fun activities.

Remember, healthy eating and a healthy lifestyle is not about giving things up but more about incorporating good nutrition and activities into your life.

CUSTOMER RELATIONS...

Continued from page 4

Provide a means to assist other members of our health care team in implementing system changes that will benefit you and the care you receive.

All complaints, suggestions and compliments will be reviewed by Williamson and forwarded to the Executive Officer and the Commanding Officer of the hospital for review. Complaints will be resolved at the lowest level. Each staff member is empowered to resolve any complaint within his or her ability. However, they will still be forwarded up the chain of command for review.

Each quarter the Commanding General of MCAGCC hosts a Consumer Health Care Council meeting. All eligible beneficiaries of the hospital are invited to attend. Attendees may express their concerns or discuss general health care issues with the leadership of the hospital.

Over the years, all clinics in this facility have been recognized for excellence in the delivery of health care and customer service, placing them in the top ten percent of all Department of Defense Healthcare Treatment Facilities. The Assistant Secretary of Defense for Health Affairs presents these awards. Selection is based on information from the TRICARE satisfaction surveys, which are mailed to patients following appointments.

The hospital is anxious to hear from you regarding your care. Complimentary letters are a good morale boost as well. Your feedback is a valuable asset for continuous improvement.

Look for future articles pertaining to our Customer Relations program in the Examiner and Observation Post.

If you face any problems in gaining access to care at this facility, you should contact the Departmental Patient Contact Representative in the clinic you are having problems with. If you continue to have problems, you can contact the hospital's Customer Relations Officer, Lt. Cmdr. Jenevieve Williamson at 830-2475.

Life's Lesson...

The quickest way to double your money is to fold it in half and put it back in your pocket.

Hard Chargers...



HM1 Gerald Russell, left, of Military Sick Call, takes the oath of reenlistment.



HM2 Christopher White, right, of the Physical Therapy Department is frocked to his current rank.



HM3 Kristen Hill, right, of the Physical Therapy Department is frocked to her current rank.



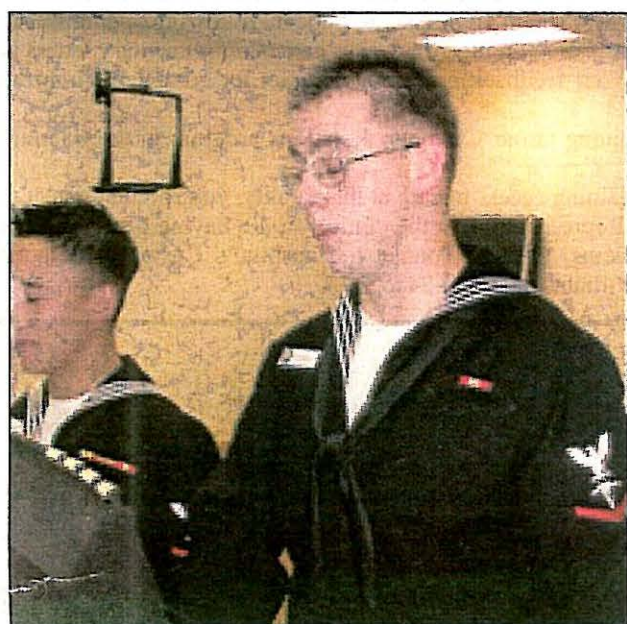
HM3 Kelly Franklin, far right, of the Emergency Medicine Department is frocked to her current rank.



HM2 Matthew Defazio, left, of the Surgical Services Department is frocked to his current rank.



HM3 Roxanne J. Clinic is frocked to her current rank.



HM3 Kevin Keosibounheuang, right, of Military Sick Call is frocked to his current rank.



HM 3 Aaron Kimmell, left, of the Obstetrics Department is frocked to his current rank.



HM3 Amber C. Medicine Department is frocked to her current rank.



above, of the Laboratory
to her current rank.



Lt. Renee Bryant, left, of the Emergency
Medicine Department, takes the oath at
her recent promotion ceremony.



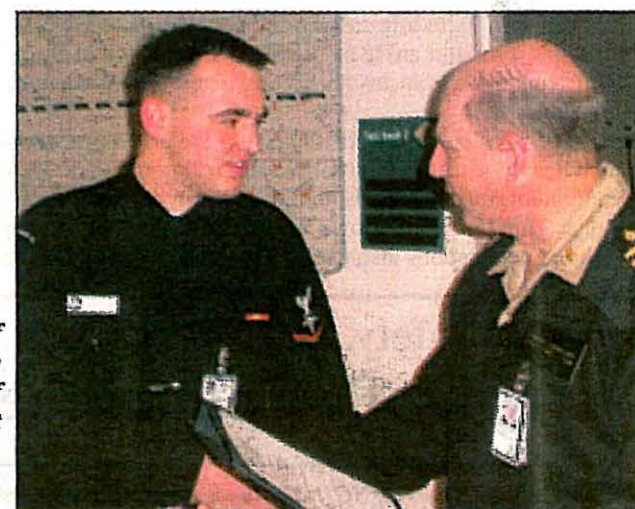
RP2 Brandon Grigsby, right, of the
Chaplain's Office and Operating
Management Department receives an
Honorary Desert Rat Certificate, mark-
ing his departure from the command.



n, above, of the Family Practice
current rank.



Lt. Shalanda Stephens, left, of the
Labor, Delivery, Postpartum,
Recovery (LDRP) Birthing Unit,
takes the oath during her recent
promotion ceremony.

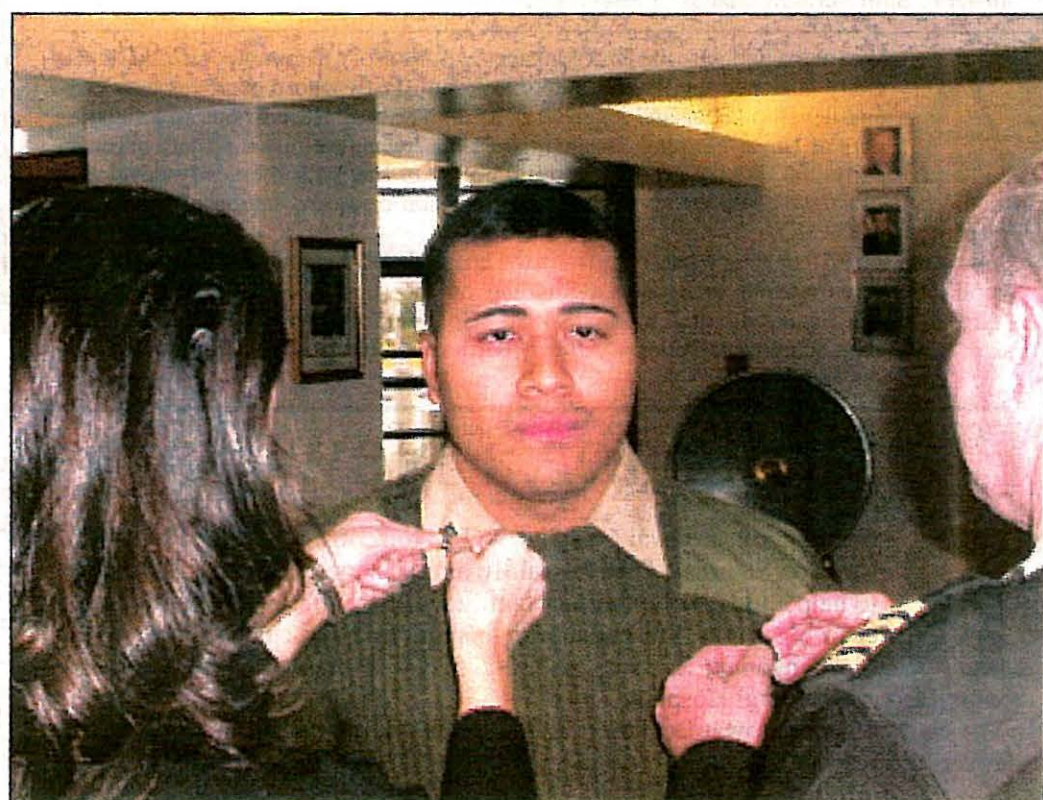


HM3 Bradley Schneider, right, of
the Emergency Medicine
Department receives a Letter of
Commendation from Capt. Robert
Engelhart, Commanding Officer,
Naval Hospital Twentynine Palms.



above, of the Emergency
nt is frocked to her cur-

Sergeant Andrew Sternke, right, the hos-
pital's Marine Liaison in the Patient
Administration Department is promoted to
his current rank.



Orthopedic and General Surgery Clinic Move to New Location

By Lt. Mark Anderson, NC, Clinic Manager
Robert E. Bush Naval Hospital

Due to the expansion of the Family Practice and Acute Care Clinics at the Robert E. Bush Naval Hospital, the specialty clinics of General Surgery and Orthopedics have been moved. With several months of tedious planning and organizing the clinics were moved during the first week of November. This occurred without any disruption in clinic appointments or scheduling of surgeries.

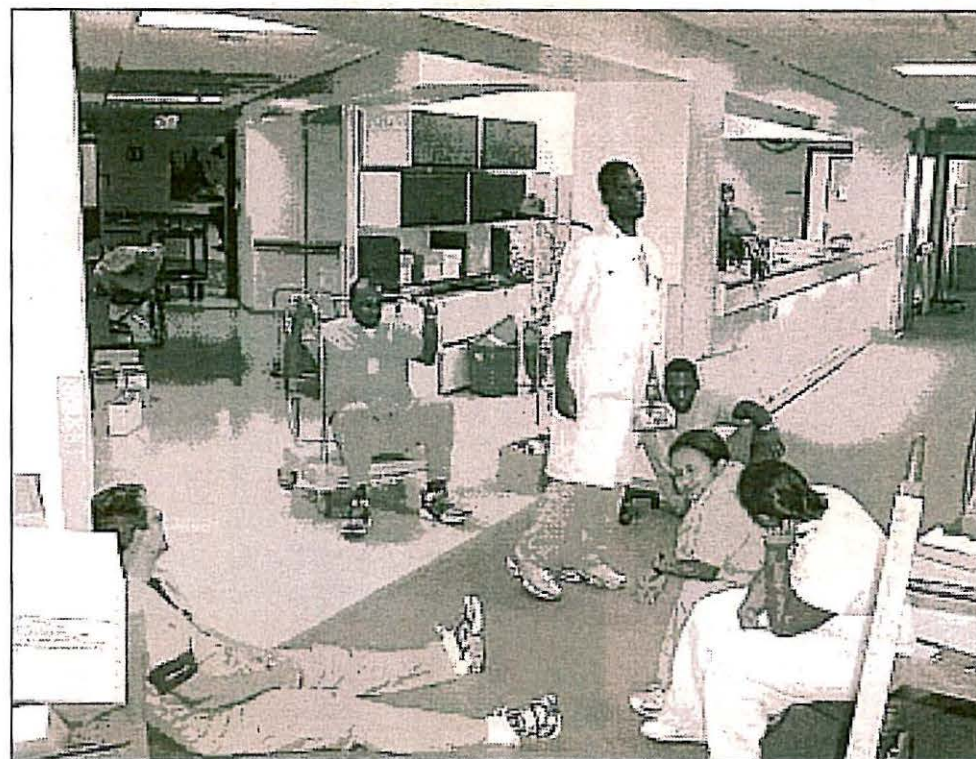
They are now located on the third floor of the Naval Hospital. This area was previously occupied by the Labor and Delivery ward, which moved into its new location last year. The new clinical area provides additional space for increased patient comfort and privacy.

The General Surgery Clinic staff include two corpsmen; HM3 David Baumbach and HN Levi Gonzales, one nurse; Lt. Mark Anderson, two general surgeons; Captain Frank Arko and Lieutenant Commander Jeffrey Weiss, and a medical clerk; Ms Dawn Noble. Services provided by this clinic include: hernia repairs, bowel resections, laparoscopic gallbladder and biliary procedures, liver biopsies, minor and major breast procedures, laparoscopic nissen procedures, appendectomies, varicose vein surgery and lymph node biopsies.

The current staff of the Orthopedic Clinic includes three corpsmen; HM2 Ana Reyes, HM3 Larry Johnson and HM3 Melvin Dunson, one nurse; Lt. Mark Anderson, two orthopedic surgeons; Commander John Locke and Lieutenant Commander Mary Gardner, and a medical clerk; Ms Dawn Noble.

Services provided by this clinic include: treatment of sports medicine injuries, fracture management including casting and surgery, pediatric orthopedics, back and neck pain management, foot and ankle evaluation, arthroscopy of the shoulder, knee and ankle, repair of meniscus tears, joint instability, ligament reconstruction, tendon repair, and carpal tunnel treatment.

Both clinics currently utilize state of the art equipment to help manage their patients. This includes the latest in endoscopic surgical equipment. Using these advanced techniques and equipment; the surgeon is able to perform complex procedures through several small incisions. This has been shown to minimize postoperative pain and speed up recovery. The orthopedic surgeons also use a Fluoroscan to manage fractures. With this machine, the sur-



Staff takes a much needed break during their recent move. Pictured Left to Right: HM3 David Baumbach, HM1 Juan Johnson, HM3 Larry Johnson, HM3 Melvin Dunson, HM2 Ana Reyes and HN Levi Gonzales.

geon can visualize the bones, their position and signs of healing. For many injuries, this can save the patient time usually needed to obtain regular x-rays. These two specialty clinics pride themselves on excellent care and service to their patients and customers.

Patient Safety...

Hospital's Commitment to Patient Safety Continues to Grow in '04

By Lt. Daniel Anthony, NC, Risk Management Advisory Committee
Robert E. Bush Naval Hospital

A year and a half ago, the Risk Management Advisory Committee (RMAC) officially launched the Patient Safety Program (PSP) whose goal was to review and develop better and safer ways to deliver healthcare to our beneficiaries here at Naval Hospital Twentynine Palms. Our first major project began in early 2003 which brought hospital policy in line with the newly developed national patient safety goals set by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Soon after, the PSP developed and implemented hospital policies that brought us into full compliance with these national goals. Building on the success of these initial goals, JCAHO has added a seventh goal to its 2004 list. Goal number seven seeks to reduce the risk of health care-acquired infections. Already our hospital has conducted a study on var-

ious disinfecting handwashing solutions and will be placing these products at various stations throughout the hospital. Since frequent handwashing by staff is our first line of defense against the spread of germs, it made sense to start with a simple but effective means by which that practice is encouraged.

Other initiatives will follow. As always we encourage our beneficiaries to partnership with us in our endeavor to provide the safest environment possible.

In other news, our Failure Modes and Effects Analysis (FMEA) committee will soon make its recommendations on improving the follow-up given to labwork ordered by hospital providers. After an in-depth review of the processes involved in ordering, analyzing and reporting labwork, the FMEA committee found several areas for improvement and will finalize their findings in a report to the command within a few weeks.

Here at the Naval Hospital, we take our commitment to the safe delivery of excellent healthcare very seriously. With everyone's help, we will reach our goal of making 2004 the best year yet for our military here in the desert.

Preparing for a New Baby

Robert E. Bush Naval Hospital will be offering a Sibling Preparation Class on Saturday, Feb. 7, from 10 a.m. to noon. This class is designed to help children of expectant families prepare for the role of big brother or big sister. Pre-registration is requested and can be done by calling Outpatient Services at 830-2752. The class is located in classrooms 1&2 in the Naval Hospital.

The class is geared toward children ages 3 years and up whose mothers will be delivering soon.

Normal newborn appearances and ways to help mom and dad at home will be discussed, and the new siblings will learn how to diaper and bundle their new babies in blankets. Each child is asked to bring a doll/stuffed animal to help with these skills.

A short film, activities, coloring, and talk time are included in the class. In addition, the children are also asked to bring a small gift to wrap for their new baby, and they will get the chance to dress-up in operating room attire.

A tour of Desert Beginnings Birthing Unit is also included. Monthly classes will be offered.

For more information, please call Lt. Cmdr. Nicole Polinsky at 830-2258 or Lt. Cmdr. Marjorie Alexander at 830-2771.

An Important Message about TRICARE and Medicare

Recently, the House and Senate passed the "Medicare Prescription Drug, Improvement, and Modernization Act of 2003." The President is expected to sign the bill into law shortly. This bill is extensive and complex, and it makes dramatic changes to Medicare. It is important for uniformed services beneficiaries to understand the effect these changes may have on them in the near future and in the years to come.

A preliminary assessment of some of the bill's provisions is presented below. As additional provisions of interest to uniformed services beneficiaries are identified, and as more information becomes available, we will update this site. We intend to work closely with beneficiary representatives to ensure that important information gets the widest possible distribution. In the meantime, if beneficiaries have questions about their TRICARE benefits, they should contact their local TRICARE Service Center for assistance.

Medicare Prescription Drug Benefits

For most Americans, the most significant aspect of the new bill is that it introduces an outpatient prescription drug benefit. This does not affect uniformed services beneficiaries their TRICARE pharmacy benefits will continue as a separate program.

Beneficiaries who desire to participate in the Medicare outpatient prescription plan should enroll when first eligible. If a beneficiary does not enroll when first eligible, and subsequently desires to do so, an annual late penalty would normally be assessed. However, TRICARE pharmacy benefits are considered a creditable prescription plan under the bill, and as such, uniformed services beneficiaries who do not enroll in the Medicare prescription drug benefit when first eligible do not have to pay an annual penalty if they subsequently enroll because they involuntarily lost their eligibility under TRICARE. Individuals could involuntarily lose their TRICARE eligibility when a dependent widow or widower remarries a person who is not a uniformed services member or retiree, or when a dependent and member or retired member divorce, and the dependent spouse does not qualify under the law as an eligible former spouse for TRICARE benefits.

The TRICARE pharmacy benefit provides excellent coverage and wide availability of services through military facilities, retail pharmacies, and mail order. Thus, it is likely that the vast majority of uniformed services beneficiaries will not find it advantageous to enroll in the new Medicare pharmacy benefit. TRICARE and Medicare will need to establish procedures for coordination of benefits for beneficiaries who do decide to sign up for the Medicare benefit.

Part B Premiums

The bill makes three very important changes relating to enrollment in Medicare Part B, the Supplementary Medical Insurance Program. The first two changes affect persons not enrolled, or paying surcharges because they enrolled after they were initially eligible for Part B:

First, uniformed services beneficiaries who would be eligible for TRICARE For Life, but are not enrolled in Medicare Part B, may enroll without penalty during a special enrollment period through December 31, 2004. The special enrollment period will be announced via Medicare on the TRICARE Web site (www.tricare.osd.mil) and publicized widely.

Second, uniformed services beneficiaries who enrolled in Medicare Part B in 2001, 2002, 2003, or 2004 and are subject to a premium surcharge for late enrollment in Part B can get those surcharges eliminated by demonstrating that they are covered under TRICARE. The elimination of surcharges is effective January 1, 2004, but the Department of Health and Human Services will need to work out procedures to be followed. Procedures will be

Naval Hospital HBA Can Assist Retirees in Understanding New Prescription Law

By Lt.j.g. Brett H. Hicks, MPH, Head, Healthcare Operations Department
Robert E. Bush Naval Hospital

Recently, the House and Senate passed the Medicare Prescription Drug, Improvement, and Modernization Act of 2003. This new bill is extensive and makes dramatic changes to Medicare.

It is important for uniformed services retirees to understand the effect these changes may have on their benefits. Given the often confusing and conflicting information concerning Medicare benefits, please contact your Health Benefits Advisor (HBA) at the Naval Hospital before entering or committing to any new premiums or gap coverage plans.

The HBA can provide you will excellent guidance and the most up to date benefit information to help you make the best choice for yourself and your family. For more information please contact HM2 Sonya Rainbolt at (760) 830-2978 or visit TRICARE at www.tricare.osd.mil or Medicare at www.medicare.gov.

announced via Medicare on the TRICARE Web site (www.tricare.osd.mil) and publicized widely.

The third change made by the bill affects all seniors, not just uniformed services beneficiaries. The Part B premium will be tied to income, beginning in 2007. Individuals with incomes above \$80,000 will pay more, and couples with incomes above \$160,000 will pay more.

Medicare Advantage Program

The bill introduces several enhancements to the current Medicare+Choice program that are expected to increase the availability of private plans offering benefits to Medicare beneficiaries. TRICARE For Life beneficiaries can enroll in Medicare+Choice plans (and TRICARE will reimburse their copayments). More details about Medicare+Choice plans are available on the Medicare Web site: <http://www.medicare.gov/Choices/Overview.asp>. Most people eligible for Medicare use traditional fee-for-service Medicare.

The bill includes provisions for a pilot program beginning in 2010 (the Comparative Cost Adjustment program) that could result in increased Part B premiums for persons in traditional fee-for-service Medicare, if sicker patients gravitate to private plans in the test sites.

Provider Reimbursement Provisions

The bill includes numerous provisions relating to reimbursement of hospitals, physicians, and other service providers. Significantly, physicians will receive a 1.5 percent payment increase in 2004 for 2005, rather than the reduction that was anticipated.

Medicare Part B Deductible

The bill increases the Medicare Part B deductible to \$110 in 2005 and indexes it to inflation for subsequent years. This should have minimal impact on uniformed services beneficiaries, since the Medicare deductible is payable by TRICARE.

Physical Evaluation Board Info Provided at Meeting

A team of senior members of the Navy's Physical Evaluation Boards section will provide an educational site visit to Naval Hospital Twentynine Palms March 18.

Major George Opria (OIC-PEB) will arrive with the current President of the PEB as well as the prospective President who will be replacing him.

During their visit they will present facts and field questions regarding the Physical Evaluation Board process.

Medical Officers, Marine Corps unit Executive Officers, Personnel Officers, First Sergeants and Sergeants Major are encouraged to attend.

The information provided by Opria will allow medical officers to more effectively dictate medical boards and commands will be briefed on the best way to submit Non-Medical Assessments.

Timelines will also be a topic for discussion so that commands will have a much better idea of how long the process takes to complete.

This is an excellent educational opportunity. All units aboard the Marine Corps Air Ground Combat Center as well as Naval Air Weapons Station China Lake are encouraged to clear their calendars and send their representatives.

This PEB program will run from 1 to 4 p.m., in classrooms 4&5 at the Robert E. Bush Naval Hospital.

For more information or to RSVP contact Mr. Rick DeLuna at (760) 830-2031 or DSN: 230-2031.



PEOPLE...

Continued from page 1

Department has been selected as the Junior Sailor of the Year for both the Naval Hospital and MCAGCC.

Her MCAGCC citation reads in part, "Distinguished performance of duty resulting in selection as the Marine Air Ground Task Force Training Command's Junior Sailor of the Year, calendar year 2003. After a highly competitive evaluation process, a board of Chief Petty Officers selected Hospital Corpsman Third Class Elliott as the top junior sailor stationed at the training command. This achievement attests to an exceptional demonstration of leadership, comprehensive professional knowledge, and outstanding military bearing. Her desire to excel is clearly evident by her continuous efforts towards self-improvement and has earned the respect and admiration of her peers and juniors alike."



Mr. Robert C. Knight, Supervisor of Central Appointments has been named the Senior Civilian of the Year.

His citation reads in part, "While assigned as Supervisor, Central Appointments, you demonstrated exceptional professionalism and superb customer relation skills. Always willing go that extra mile, you accepted increased duties and responsibilities as Template and Schedules Manager for the command. Your commitment to this accretion of duties has led to the highest quality, data-driven decision-making, regarding patient access to care. Your performance continues to far exceed expectations. Your dedication to provide exceptional, on-time healthcare, has directly contributed to our facility being awarded the 2003 Region 9 Lead Agent's Award as "Best Military Treatment Facility for Patient Access and

Satisfaction."



Mr. Antonio M. Jimenez, the Temporary Additional Duty Clerk in the Resource Management Department has been named as Civilian of the Year for 2003.

His citation reads in part, "Assigned as Temporary Additional Duty Clerk, Resource Management Department, you demonstrated exceptional professionalism and exemplary devotion to duty. A consummate professional, dedicated to staff needs, you provided quality customer service and performed your duties under any type of deadline, pressure, or circumstance. You coordinated over 200 government travel orders and ensured all members were properly reimbursed after completion of their travel. Your superb customer service has helped the seasoned and non-seasoned traveler meet individual deadlines for paying fees and making emergent reservations for staff called away on short notice."



Petty Officer 2nd Class (FMF) Kevin S. Foster, a Preventive Medicine Technician in the Preventive Services Department has been selected as the Senior Sailor of the Quarter for the period from October 1 to December 31, 2003.

His citation reads in part, "As a Preventive Medicine Technician, you personally conducted 122 sanitation inspections, 45 food service health screenings, and 18 food safety sanitation classes for 238 personnel. This has positively impacted the safety and morale of over 12,000 Sailors and Marines. Your logistical skills in ordering, storing, and supplying over \$1.5 million dollars in operationally critical vaccines, were instrumental in maintaining the readiness level of Combat Center Marines and Reserve Units in an eight state area and directly supported Operation Enduring Freedom and Operation Iraqi Freedom. Your foresight in acquiring extra influenza vaccine effectively insulated the base from shortages the rest of the country faced."

Petty Officer 3rd Class David B. Baumbach, of the General Surgery Clinic has been selected as Junior Sailor of the Quarter.

His citation reads in part, "As a Hospital Corpsman, General Surgery Clinic you exceeded all expectations of your supervisors and set the standard for your subordi-



nates to emulate. Your commitment to excellence and desire for continued self-improvement was evidenced by your will-

Please see PEOPLE on page 11

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PEOPLE...

Continued from page 10

ingness to spearhead the management of the Urology Clinic and your voluntary assistance with surgical procedures for the Main Operating Room. Through your incredible foresight and tireless planning, the General Surgery and Orthopedic Clinic's move was a seamless process. Additionally, you served a pivotal role in ensuring the availability of clinical services and avoiding patient care delays during the clinic's transition. An outstanding community leader, you personified the Navy Corps values of Honor, Courage and Commitment by volunteering over 200 hours of service to the Twentynine Palms Fire Department. Your selfless contributions to this high desert community ensured the availability of emergency health coverage to patients requiring critical care."



Hospitalman Joan R. Tanner, of the Labor, Delivery, Recovery, Postpartum Unit, has been selected as the Blue Jacket of the Quarter.

Her citation reads in part, "As Senior Corpsman, Labor Deliver Recovery Postpartum Unit, you supervised, trained, developed and counseled all newly reporting junior corpsmen. Your professional demeanor and superb leadership earned the respect of subordinates and seniors. Committed to teamwork and morale, you devoted numerous off-duty hours to healthcare coverage so your shipmates could attend advanced specialized training courses and take leave during the busy Holiday season. An active volunteer in the community and command, you supported the Twentynine Palms High School Unity Forum, which had a positive influence on today's youth and the community. Your

devotion to the Key Volunteer Network greatly impacted active duty dependents by providing vital information on healthcare, financial and recreational benefits. You provided selfless support and mentorship to the wives and children of personnel deployed overseas."



Ms. Patricia B. Farnham, Health Systems Analyst in the Healthcare Operations Department has been selected as the Senior Civilian of the Quarter.

Her citation reads in part, "Assigned as Health Systems Analyst, Healthcare

Operations Department, you demonstrated exceptional professionalism and exemplary devotion to duty. With increased responsibilities, you provided an outstanding service, not only to your department, but also to this command, enhancing medical and combat readiness that led to mission accomplishment. You expertly compiled, analyzed, and developed a process to correct over 1,000 enrollment and Primary Care



Manager assignment discrepancies, creating a much clearer roadmap for the hospital's success. By correcting these discrepancies, enrollment and demand projections are now

a more accurate reflection of our demographics and serve as a valuable reference for our marketing strategies. You have greatly contributed to the overall success of the command's mission."

Ms. Margaret L. Hoy, Financial Technician in the Nutrition Management Department has been named Civilian of the Quarter.

Her citation reads in part, "As Financial Technician, Nutrition Management Department, you consistently performed your duties in an exemplary manner. You assisted in the planning and preparation of three special meals that required researching various products and prices, while flawlessly performing your daily tasks. Dedicated to teamwork, you assisted in training a new Storekeeper and provided financial reporting classes to department staff. You displayed professional knowledge and abilities in managing the Nutrition Management Information System with accurate day-to-day upkeep of subsistence records, inventory and ration accounting data. You ensured all tasks were completed accurately and on time and were always willing to go the "extra mile." Using your superb organizational skills, you stepped up to the plate when the command hosted a Change of Command and Retirement Ceremony by ensuring that adequate and appropriate supplies were procured in a timely manner. On the day of the event, you assisted in the set-up and planning and volunteered to help in any way you could."

Congratulations to all those nominated and those who were selected.

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